

STATE OF SOUTH CAROLINA

(Caption of Case)

Application of BellSouth Telecommunications,
Incorporated d/b/a AT&T South Carolina to Provide
In-Region InterLATA Services Pursuant to Section
271 of the Telecommunications Act of 1996 -

(Notice of AT&T's Exercise of Section 4.5.1 of the
SEEM Administrative Plan)

BEFORE THE
PUBLIC SERVICE COMMISSION
OF SOUTH CAROLINA

COVER SHEET

DOCKET
NUMBER: 2001 - 209 - C

(Please type or print)

Submitted by: Patrick W. TurnerSC Bar Number: 6566Telephone: 803-401-2900Fax: 803-254-1731

Other: _____

Address: Suite 52001600 Williams StreetColumbia, South Carolina 29201Email: patrick.turner.1@att.com

NOTE: The cover sheet and information contained herein neither replaces nor supplements the filing and service of pleadings or other papers as required by law. This form is required for use by the Public Service Commission of South Carolina for the purpose of docketing and must be filled out completely.

DOCKETING INFORMATION (Check all that apply)

☐ Emergency Relief demanded in petition☐ Request for item to be placed on Commission's Agenda expeditiously☐ Other: _____

| INDUSTRY (Check one) | NATURE OF ACTION (Check all that apply) | | | |
|--|--|--|---|--|
| <input type="checkbox"/> Electric | <input type="checkbox"/> Affidavit | <input checked="" type="checkbox"/> Letter | <input type="checkbox"/> Request | |
| <input type="checkbox"/> Electric/Gas | <input type="checkbox"/> Agreement | <input type="checkbox"/> Memorandum | <input type="checkbox"/> Request for Certification | |
| <input type="checkbox"/> Electric/Telecommunications | <input type="checkbox"/> Answer | <input type="checkbox"/> Motion | <input type="checkbox"/> Request for Investigation | |
| <input type="checkbox"/> Electric/Water | <input type="checkbox"/> Appellate Review | <input type="checkbox"/> Objection | <input type="checkbox"/> Resale Agreement | |
| <input type="checkbox"/> Electric/Water/Telecom. | <input type="checkbox"/> Application | <input type="checkbox"/> Petition | <input type="checkbox"/> Resale Amendment | |
| <input type="checkbox"/> Electric/Water/Sewer | <input type="checkbox"/> Brief | <input type="checkbox"/> Petition for Reconsideration | <input type="checkbox"/> Reservation Letter | |
| <input type="checkbox"/> Gas | <input checked="" type="checkbox"/> Certificate | <input type="checkbox"/> Petition for Rulemaking | <input type="checkbox"/> Response | |
| <input type="checkbox"/> Railroad | <input type="checkbox"/> Comments | <input type="checkbox"/> Petition for Rule to Show Cause | <input type="checkbox"/> Response to Discovery | |
| <input type="checkbox"/> Sewer | <input type="checkbox"/> Complaint | <input type="checkbox"/> Petition to Intervene | <input type="checkbox"/> Return to Petition | |
| <input checked="" type="checkbox"/> Telecommunications | <input type="checkbox"/> Consent Order | <input type="checkbox"/> Petition to Intervene Out of Time | <input type="checkbox"/> Stipulation | |
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Discovery | <input type="checkbox"/> Prefiled Testimony | <input type="checkbox"/> Subpoena | |
| <input type="checkbox"/> Water | <input type="checkbox"/> Exhibit | <input type="checkbox"/> Promotion | <input type="checkbox"/> Tariff | |
| <input type="checkbox"/> Water/Sewer | <input type="checkbox"/> Expedited Consideration | <input type="checkbox"/> Proposed Order | <input checked="" type="checkbox"/> Other: <u>Attachments</u> | |
| <input type="checkbox"/> Administrative Matter | <input type="checkbox"/> Interconnection Agreement | <input type="checkbox"/> Protest | | |
| <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Interconnection Amendment | <input type="checkbox"/> Publisher's Affidavit | | |
| | <input type="checkbox"/> Late-Filed Exhibit | <input type="checkbox"/> Report | | |

Print Form

Reset Form



Patrick W. Turner
General Counsel-South Carolina
Legal Department

AT&T South Carolina
1600 Williams Street
Suite 5200
Columbia, SC 29201

T: 803.401-2900
F: 803.254.1731
patrick.turner.1@att.com
www.att.com

January 15, 2008

The Honorable Charles Terreni
Chief Clerk of the Commission
Public Service Commission of South Carolina
Post Office Drawer 11649
Columbia, South Carolina 29211

Re: Application of BellSouth Telecommunications, Inc. to Provide In-Region
InterLATA Services Pursuant to Section 271 of the Telecommunications Act of
1996 - (Notice of AT&T's Exercise of Section 4.5.1 of the SEEM Administrative
Plan)
Docket No. 2001-209-C

Dear Mr. Terreni:

Attached for filing in the above-referenced docket is a letter from BellSouth Telecommunications, Inc. d/b/a AT&T South Carolina informing Global Connection Inc. that in accordance with Section 4.5.1 of the SEEM Plan, AT&T South Carolina will not pay Global Connection any SEEM remedies associated with the Reject Interval O-8 and the Firm Order Confirmation Timeliness O-9 performance measures for the month of November 2007. As explained in the attached letter, AT&T missed these measures because of Global Connection's submission of local service requests in increased quantities and without adhering to the applicable ordering guidelines.

The first attachment to the original letter contains information that is proprietary to Global Connections. AT&T South Carolina has redacted that proprietary information from the attached filing.

By copy of this letter, I am serving all parties of record with a copy of these documents as indicated on the attached Certificate of Service.

Sincerely,

Patrick W. Turner

PWT/nml
Attachments
cc: All parties of record
701458

**THIS DOCUMENT IS AN EXACT DUPLICATE OF THE E-FILED COPY SUBMITTED
TO THE COMMISSION IN ACCORDANCE WITH ITS ELECTRONIC FILING
INSTRUCTIONS.**



Kristen E. Shore
Director – CLEC Negotiations
675 West Peachtree Street NE, Room 34S91
Atlanta, GA 30375
T: 404.927.7560
F: 404-529-7839
Email: Kristen.Shore@att.com

Sent via Electronic and Certified Mail

January 11, 2008

Bassam Abdallah
Director of Operations
Global Connection Inc. of America
3957 Pleasantdale Road
Atlanta, GA 30340

Re: Notice of AT&T's exercise of Section 4.5.1 of the SEEM Administrative Plan

Dear Mr. Abdallah:

Section 4.5.1 of the SEEM Administrative Plan provides in relevant part that AT&T is not "obligated to pay Tier-1 or Tier-2 Enforcement Mechanisms for non-compliance with a performance measure if such non-compliance results from a CLEC[']s acts or omissions that cause failed or missed performance measures. These acts or omissions include but are not limited to, accumulation and submission of orders at unreasonable quantities or times, failure to follow publicly available procedures, or failure to submit accurate orders or inquiries."¹ On several days in November 2007, Global Connection Inc. of America ("Global Connection") submitted a greatly increased quantity of local service requests ("LSRs"). Further, these submissions were not made in accordance with applicable AT&T ordering guidelines.

Global Connection's submission of such orders resulted in AT&T's inability to meet the SQM measurement standard associated with two ordering metrics -- the Reject Interval O-8 [RI] measurement and the Firm Order Confirmation Timeliness O-9 [FOCT] measurement in several states.² Accordingly, please be advised that pursuant to Section 4.5.1 of the SEEM Plan, AT&T is not obligated to pay SEEM payments associated with RI and FOCT for the month of November 2007, because the SEEM liability associated with such measures was triggered by Global Connection's actions.³

¹ Alabama SEEM Plan, Version 2.01 (July 1, 2006), Georgia SEEM Plan, Version 3.0 (August 1, 2005); Kentucky SEEM Plan, Version 3.00 (August 1, 2005), North Carolina SEEM Plan, Version 2.01 (July 1, 2006); South Carolina SEEM Plan, Version 2.01 (May 1, 2006). Tennessee SEEM Plan, Version 3.00 (August 1, 2005).

² Both measures were missed in Alabama, Georgia, North Carolina, South Carolina, and Tennessee. Only the FOCT measure was missed in Kentucky.

³ Global Connection's interconnection agreement ("ICA") incorporates by reference the SQM/SEEM plan. See ICA, Attachment 9.

Specifically, on several dates in November 2007, Global Connection submitted thousands of LSRs.⁴ Global Connection substantially increased its LSR submission volume without providing a forecast in advance of such submissions and without working with AT&T to establish project coordination. Global Connection has an obligation to submit orders as outlined in AT&T's ordering guidelines.⁵ Global Connection's failure to follow such guidelines placed an extraordinary demand on AT&T's ability to process such orders within the applicable performance intervals and resulted in AT&T missing the RI and FOCT measures through no fault on AT&T's part.

Enclosed for your review are two documents which show the FOCT and RI results for the month of November 2007, for: (i) Global Connection; (ii) all other competitive local exchange carriers ("CLECs") operating in the AT&T's Southeast region; and (iii) combined results for all CLECs, including Global Connection. As you can see, Global Connection's performance results are substantially lower than the performance results for all other CLECs for both measurements. Again, Global Connection's results are directly and exclusively attributable to Global Connection's failure to follow applicable ordering guidelines and its decision to substantially increase its volume of LSRs submission towards the end of November. The SEEM liability that is being withheld is also set forth in the enclosed FOCT and RI documents.

In sum, Global Connection's submission of LSRs in increased quantities and without adhering to applicable ordering guidelines caused AT&T to miss the RI and FOCT performance measures in November 2007. As a result thereof, and in accordance with Section 4.5.1 of the SEEM Plan, AT&T will not pay Global Connection any SEEM remedies associated with such measures for the month of November 2007.

Sincerely,



Kristen Shore

Enclosures

cc: Alabama Public Service Commission
Georgia Public Service Commission
Kentucky Public Service Commission
North Carolina Public Service Commission
South Carolina Public Service Commission
Tennessee Regulatory Authority

⁴ These dates include, but are not limited to, November 21, 23, 24, 27, 28, and 29.

⁵ ICA, Attachment 6, § 2.1.3 obligates Global Connection to abide by AT&T's electronic interface guidelines. The relevant guideline is AT&T's Operations Support Systems (OSS) Interconnection Volume Guidelines, (Version 7.0, issued September 2007). In submitting LSRs in the volume and manner that occurred in November 2007, Global Connection failed to follow the requirements of Section 2 of the aforementioned guidelines. A copy of the OSS volume guidelines is enclosed with this letter. The guidelines are also available on the web at the following address:
http://wholesale.att.com/reference_library/guides/lco/assets/pdf/oss_volume_guidelines.pdf

Global Connection

Summary of LSR Submissions (Clarifications)

| Rejection Results November 2007 | | | | | | | | | | | |
|---------------------------------|----------------------------------|-----------------------|--|-----------------|----------------------------------|-----------------------|--|-----------------|----------------------------------|-----------------------|--|
| GLOBAL CONNECTION | | | | All Others | | | | Combined | | | |
| Submission Date | Total Clarified Within Benchmark | Total LSR's Clarified | Percent Within Benchmark (95% <= 10 hours) | Submission Date | Total Clarified Within Benchmark | Total LSR's Clarified | Percent Within Benchmark (95% <= 10 hours) | Submission Date | Total Clarified Within Benchmark | Total LSR's Clarified | Percent Within Benchmark (95% <= 10 hours) |
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SEEM Calculation:
Alabama
Georgia
North Carolina
South Carolina
Tennessee

PROPRIETARY
Not for disclosure outside of AT&T without written permission

Global Connection

Summary of LSR Submissions

[illegible]

SEEM Calculation:

| | |
|----------------|----------|
| Alabama | \$30,900 |
| Georgia | \$75,900 |
| Kentucky | \$1,800 |
| North Carolina | \$18,050 |
| South Carolina | \$29,100 |
| Tennessee | \$42,750 |

PROPRIETARY
Not for disclosure outside of AT&T without written permission



Operations Support Systems (OSS) Interconnection Volume Guidelines

Version 7.0

September 2007

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September 2007**

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1. About This Document

1.1 Purpose

The purpose of this document is to provide AT&T SE's Operations Support Systems (OSS) Volume Guidelines. This document does not replace any existing AT&T SE documents relative to Interconnection to AT&T SE's OSS.

The Operations Support Systems (OSS) referenced in this document are:

Electronic Data Interchange (EDI)
Telecommunications Access Gateway Extensible Markup Language (TAG XML)
Local Exchange Navigation System (LENS)

1.2 Intended Audience

The intended audience for this guide is Competitive Local Exchange Carriers (CLECs) who utilize AT&T SE OSSs.

1.3 Document Summary

This section summarizes the changes to this document as it is updated. Corrections of typographical errors, minor re-wording of sentences for clarity, and formatting changes are not included in this summary.

DOCUMENT HISTORY

| Version Number | Revision Date | Description of Revision |
|----------------|----------------|--|
| 1.0 | April 2004 | Initial Document |
| 2.0 | July 2004 | Revised Document |
| 3.0 | September 2004 | Revised Document from 8/19/04 Conference Call with CLECs |
| 4.0 | November 2004 | Revised Document from 10/27/04 Conference Call with CLECs |
| 5.0 | February 2005 | Revised Document from 1/20/05 Conference Call with CLECs <ul style="list-style-type: none">• Page 2 – Revised Disclaimer• Section 2.3 – Removed reference to hourly/daily volume• Section 2.3 – Clarified reasonable distribution of daily and hourly OSS transactions• Section 2.5 – Added reference to current escalation process for handling backlogs of data• Section 2.6 Impacts to Performance Measurements - Deleted |

| | | |
|-----|----------------|---|
| 6.0 | August 2006 | Revised to include loop make up transactions in the forecast process. <ul style="list-style-type: none"> • Section 2.2-Added verbiage to include loop make up as a transaction in volume projection. • Section 2.2- Added reference link for additional information for loop make up. • Appendix A- Updated forecast template to include separate section for Loop Make-Up transactions. |
| 7.0 | September 2007 | Update to re-brand document, all sections. Modified Attachment A to change date to 2008 |

2. AT&T SE Volume Guidelines

2.1 Annual OSS Transaction Volume Forecast

AT&T SE requires volume forecast to be provided on an annual basis by each CLEC. Volume forecast should be submitted to its AT&T SE E-Commerce Account Team Representative. The Volume Forecast should be provided for the upcoming year by November 1 (Example: 2005 Annual Forecast should be provided by November 1, 2004). The AT&T SE OSS Transaction Projection/Forecast Form in Appendix A should be utilized to provide the forecast.

AT&T SE has responsibility for ensuring its systems meet current and future volume needs. The forecast will provide information that will assist AT&T SE with scaling applications appropriately. It will also provide information that can be utilized by AT&T SE to minimize negative impacts from activities of one user to another.

The purpose of the OSS Interconnection Volume Guidelines is to assist in sizing AT&T SE's OSS by understanding the volume of transactions that CLECs may send on a daily and hourly basis. The Guidelines are not intended to stop or delay CLEC orders. In the event that AT&T SE detects a spike in CLEC ordering that will cause the CLEC to exceed the guidelines, AT&T SE may contact the CLEC to determine the cause for the increase and discuss ways in which the increased volume can be handled.

Volume forecast will be treated as proprietary in nature and will only be used for the purposes of OSS performance management.

2.2 Forecast Volume Categories

For purposes of forecast development for EDI/TAG XML users, the following table reflects volume categories based upon average total Pre-Order, Firm Order and Loop Make Up transactions (does not include supplemental transactions). For additional information and details for loop make up transactions, please refer to:

http://wholesale.att.com/reference_library/guides/unedocs/bstlmu.doc

| Category | Description |
|---------------|---|
| High Volume | 501+ Firm Order/Pre Order Transactions Per Day |
| Medium Volume | 101-500 Firm Order/Pre Order Transactions Per Day |
| Low Volume | <100 Firm Order/Pre Order Transactions Per Day |

CLECs in the Low Volume Category do not need to provide an annual forecast.

If a CLEC that falls within the High or Medium Volume category does not provide an annual forecast by November 1 for the upcoming year, AT&T SE will develop a forecast for the CLEC by December 1 (Example: AT&T SE would provide the 2005 Annual Forecast by December 1, 2004). AT&T SE's forecast will be based upon the past twelve (12) month's data. If the CLEC disagrees with the forecast provided by AT&T SE, the CLEC may send AT&T SE a revised forecast no later than December 15.

If a CLEC knows or has reason to believe its volumes may exceed those on their annual forecast, the CLEC should contact their AT&T SE E-Commerce Account Team Representative to advise and provide a revised volume forecast. AT&T SE requires a thirty (30) day advance notice of changes in projected Pre-Order and Firm Ordering volumes.

If the acquisition or merger of one CLEC with another results in the changes of the original forecast provided by the CLECs to AT&T SE, then the impacted CLEC should contact their AT&T SE E-Commerce Account Team Representative to provide a revised volume forecast. Forecasts may be provided for each company Operating Company Number (OCN) or collectively dependent upon the conditions of the merger/acquisition.

2.3 Daily Volume Distribution

If a CLEC chooses to bundle Local Service Requests ("LSRs") and transmit them to AT&T SE simultaneously in a large group, then the following

guidelines should be adhered to in order to ensure that no CLEC's activities negatively impact all CLEC users.

Pre-order transactions that are submitted real-time, as received, will not be subject to these guidelines. These guidelines will apply to any type of pre-order transaction that the CLEC chooses to bundle and not send in real-time as received as well as all order transactions submitted via TAG XML or EDI.

For clarification, LENS is a web-based system that provides CLECs with the capability to submit pre-order and order transactions on a real-time basis. CLECs should submit transactions via LENS following the LENS User Guide and must not use any mechanical process to log into or otherwise utilize the LENS system. Therefore, requirements in this section regarding daily volume transactions do not apply to LENS transactions.

A CLEC's average daily volume should be reasonably distributed as noted below, by OSS, during the time specified in the OSS Hours of Availability Detail by Transaction Type/Group. These OSS hours of availability can be found at http://www.interconnection.AT&T SE.com/oss/oss_hour.html, page 2.

AT&T SE's Pre-Ordering applications support an event driven model which provides for a near real-time experience to CLECs. It is AT&T SE's expectation that CLECs will communicate to AT&T SE by submitting pre-orders real-time as well and not hold or bundle pre-order transactions.

Should any CLEC exercise its capability to bundle pre-orders for any of AT&T SE's OSS, those transactions will be governed by these daily volume guidelines.

AT&T SE designs its OSS to accommodate both the current and projected aggregate demand for all CLECs based on agreed upon forecasts for the current year. Each CLEC should reasonably distribute its daily and hourly OSS transactions in an effort not to exceed the aggregate capacity that AT&T SE's OSS has been sized to support.

2.4 Forecasting Special Projects

Large volumes of Local Service Requests (LSRs) that are not contemplated in the annual forecast that would place extraordinary demand/stresses on AT&T SE OSS and provisioning applications are considered additional volumes. Additional volumes or special projects should be reasonably distributed on a daily and hourly basis, as stated in Section 2.3.

Scheduling of additional volume or special projects, i.e., those transactions which would cause a CLEC to exceed a reasonable distribution of its daily and hourly volume should be coordinated and scheduled through the AT&T SE E-Commerce Account Team ("ECAT"). For example, if a CLEC anticipates that it will have bulk migrations or batch hot cuts that may cause its hourly volume distribution to exceed the requirements of such guidelines, the CLEC should contact the ECAT to advise and work together to schedule such transactions.

Transactions submitted on behalf of the CLEC by AT&T SE are not included in the CLEC's Daily Volume Distribution as stated in Section 2.3. Transactions submitted on behalf of the CLEC by a Vendor/Service Bureau are included in the Daily Volume Distribution as stated in Section 2.3. CLECs agree to work with their Vendor/Service Bureau to ensure the requirements of the OSS Volume Guidelines are met.

2.5 Management of Backlogs of Data

If a CLEC finds it needs to send a backlog of data (CLEC hardware failure, vendor outages, weekend maintenance, etc.), the CLEC should send its transactions following the daily volume distribution guidelines in Section 2.3.

If a CLEC needs to submit orders for processing that may exceed these guidelines, the CLEC should contact its AT&T SE E-Commerce Account Team (ECAT) Representative to advise and work together on scheduling these transactions. The CLEC should provide its ECAT representative with a proposal containing the CLECs preferred method for handling the backlog (number of orders per hour, hours during which the backlog will be sent, etc.).

Given the importance of timely order processing to CLEC's ability to do business, AT&T SE will work with the CLEC to schedule these transactions as expeditiously as possible.

The response from AT&T SE will include either:

- 1) Acceptance of the CLECs preferred method of sending the backlog (number of orders per hour, hours during which the backlog will be sent, etc.) or
- 2) Rejection of the CLEC's preferred method of sending the backlog and a detailed description of AT&T SE's preferred method of receiving the backlog (number of orders per hour, hours during which the backlog will be sent, etc.).

For AT&T SE system outages, CLECs are notified via the System Outage Notification Process. Should a backlog of data be created as a result of a AT&T SE system outage, AT&T SE will contact and work with the CLEC to schedule the transactions as expeditiously as possible. Current E-Commerce Account Team escalation procedures should be followed if necessary.

Backlogs created as a result of a Release will be managed in accordance with current release management practices. These practices incorporate an expectation of increased volume once the applications become available.

| <u>2008 AT&T SE OSS Transaction Projection/Forecast</u> | | | | | | | | | |
|---|---------|--|--|--|---|--|---------------------------------|--|--|
| <u>Competitive Local Exchange Carrier (CLEC) Name:</u> | | | | | <u>Company Code(s), OCNs or Trading Partner IDs:</u> | | | | |
| <u>PRE-ORDER</u> | | | | | | | | | |
| <u>Total Volumes</u> | | <u>Total Transaction* Projection /Forecast Jan-Dec.</u> | | | <u>Expected High Volume Month</u> | | <u>Avg. Daily Volume</u> | | <u>Peak Hourly Volume (Typical Day)</u> |
| OSS | EDI | | | | | | | | |
| | Tag XML | | | | | | | | |
| EXAMPLE For Total Pre-Order Transaction Forecast Number of pre-order transactions per month x 12 months (Jan-Dec) = Total number of pre-order transactions 40,000 per month x 12 months = 480,000 total Note: Example also applies to firm order & loop make-up transactions | | | | | | | | | |
| <u>Firm Order</u> | | | | | | | | | |
| <u>Total Volumes</u> | | <u>Total Transaction* Projection /Forecast Jan-Dec.</u> | | | <u>Expected High Volume Month</u> | | <u>Avg. Daily Volume</u> | | <u>Peak Hourly Volume (Typical Day)</u> |
| OSS | EDI | | | | | | | | |
| | Tag XML | | | | | | | | |
| <u>Loop Make Up</u> | | | | | | | | | |
| <u>Total Volumes</u> | | <u>Total Transaction* Projection /Forecast Jan-Dec.</u> | | | <u>Expected High Volume Month</u> | | <u>Avg. Daily Volume</u> | | <u>Peak Hourly Volume (Typical Day)</u> |
| OSS | EDI | | | | | | | | |
| | Tag XML | | | | | | | | |
| | | | | | | | | | |
| <u>Primary Contact</u> | | | | | | | | | |
| Name: | | | | | | | | | |
| Tel. Number | | | | | | | | | |
| E-Mail Address | | | | | | | | | |
| | | | | | | | | | |
| *A transaction is defined as initial firm orders (not supplemental orders) and pre-order queries. | | | | | | | | | |

Jocelyn G. Boyd, Esquire
Staff Attorney
S. C. Public Service Commission
Post Office Box 11649
Columbia, South Carolina 29211
(PSC Staff)
(U. S. Mail and Electronic Mail)

Russell B. Shetterly, Esquire
P. O. Box 8207
Columbia, South Carolina 29202
(Knology of Charleston and Knology of
South Carolina, Inc.)
(U. S. Mail and Electronic Mail)

Darra W. Cothran, Esquire
Woodward, Cothran & Herndon
1200 Main Street, 6th Floor
Post Office Box 12399
Columbia, South Carolina 29211
(MCI WorldCom Network Service, Inc.
MCI WorldCom Communications and
MCImetro Access Transmission Services, Inc.)
(U. S. Mail and Electronic Mail)

John F. Beach, Esquire
John J. Pringle, Jr., Esquire
Ellis Lawhorne & Sims, P.A.
Post Office Box 2285
Columbia, South Carolina 29202
(Resort Hospitality Services, Inc., NuVox
Communications, Inc., AIN and Momentum Business
Solutions, Inc.)
(U. S. Mail and Electronic Mail)

Marsha A. Ward, Esquire
MCI WorldCom, Inc.
Law and Public Policy
6 Concourse Parkway, Suite 3200
Atlanta, Georgia 30328
(MCI)
(U. S. Mail and Electronic Mail)

Frank R. Ellerbe, Esquire
Bonnie D. Shealy, Esquire
Robinson, McFadden & Moore, P.C.
1901 Main Street, Suite 1200
Post Office Box 944
Columbia, South Carolina 29202
(SCCTA)
(U. S. Mail and Electronic Mail)

Genevieve Morelli
Kelley, Drye & Warren, LLP
1200 19th Street, N.W.
Washington, D.C. 20036
(KMC Telecom III, Inc.)
(U. S. Mail and Electronic Mail)

William R. Atkinson
Director – State Regulatory Affairs
233 Peachtree Street, N.E.
Suite 2200
Atlanta, GA 30303
(Sprint/Nextel)
(U. S. Mail and Electronic Mail)

Cheryl Sweitzer
EMBARQ
14111 Capital Boulevard
Mailstop NCWKFR0303-3192
Wake Forest, North Carolina 27587
(Sprint/United Telephone)
(U. S. Mail and Electronic Mail)

Jack Derrick
EMBARQ
14111 Capital Boulevard
Mailstop NCWKFR0313-3192
Wake Forest, North Carolina 27587
(Sprint/United Telephone)
(U. S. Mail and Electronic Mail)

M. Zel Gilbert, Esquire
Director-External Affairs - Sprint
1122 Lady Street, Suite 1050
Columbia, South Carolina 29201
(Sprint/United Telephone Company)
(U. S. Mail and Electronic Mail)

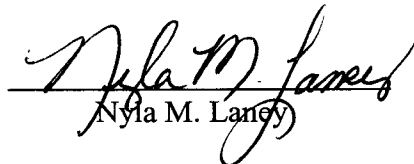
Bonnie D. Shealy, Esquire
Robinson McFadden & Moore, P.C.
1901 Main Street, Suite 1200
P. O. Box 944
Columbia, South Carolina 29202
(US LEC)
(U. S. Mail and Electronic Mail)

Andrew O. Isar
Director – State Affairs
7901 Skansie Avenue, Suite 240
Gig Harbor, WA 98335
(ASCENT)
(U. S. Mail and Electronic Mail)

Anthony Mastando
ITC^DeltaCom/BTI
7037 Old Madison Pike
Suite 400
Huntsville, Alabama 35806
(U. S. Mail and Electronic Mail)

Tami Azorsky, Esquire
McKenna & Cuneo, LLP
1900 K Street, N.W.
Washington, DC 20006
(AT&T)
(U. S. Mail and Electronic Mail)

Robert E. Tyson, Esquire
Sowell Gray Stepp & Laffitte, LLC
1310 Gadsden Street
Columbia, South Carolina 29211
(CompSouth)
(U. S. Mail and Electronic Mail)


Nyla M. Laney